

**Additional/Amended Response to the Objections as Cited in Reference to Claim # 1**

As stated in your para # 4 of your correspondence:

4. (As stated in the first part of the paragraph 4:) As per claim 1 & 13 Vaughn disclosed a method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising; at a client system, displaying an icon for on-line help (col.4, lines 66-67, col.5, lines 1-12), and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a *user's* profile through the received serial number from a client system (col.2, lines 4-46 & col.6, lines 29-40).....

Vaughn in Patent number 6,353,466 teaches under paragraphs col.4, lines 66-67 & col.5, lines 1-12

In accordance with a preferred embodiment, a computer program product is provided for assisting a service person in managing an enterprise network, wherein a browser-based help desk window may be invoked by the service person at any user computer on the enterprise network that is equipped with a web browser. The browser-based help desk window is customizable to each service person, allowing the service person to embed a network visibility link on an application launch toolbar contained in the browser-based help desk window. The service person may then subsequently log into a help desk server from any user computer equipped with a browser, and then launch a browser-based network visibility session upon activation of the embedded network visibility link.

**Response to the Objection:**

In the above description by Vaughn (see col.4, lines 66-67 & col.5, lines 1-12) he refers to "a computer program product is provided for assisting a service person in managing an enterprise network". According to Vaughn, "the service person can invoke a browser-based help window at any user network...". In the further discussion he describes the characteristics of the help as "The service person may then subsequently log into a help desk server from any user computer equipped with a browser, and then launch a browser-based network visibility session upon activation of the embedded network visibility link".

As it becomes clear from the above discussion that Vaughn essentially talks about:

(A) A service person who can "invoke a browser-based help" from "any user computer to log into help desk server";

(B) In essence, Vaughn teaches about a service person who can log from any user computer to launch a browser-based help in order to access customized based help from a help desk server.

In the entire description produced by Vaughn (see above col.4, lines 66-67, col.5, lines 1-12),

there is no disclosure or reference of multimedia technology that relies upon the Quality of Service (QoS) parameters in order to select an appropriate transport network for multimedia communication services or related consideration in reference to providing live online help.

In my invention, a transport network based on QoS parameters is an integral part of providing live interaction between a client and a helping agent. Neither of these two cited references discusses the use of multimedia technology in any context with reference to QoS essential to establishing an interactive multimedia communication sessions. Also, the cited references do not talk about the exchange of serial numbers in the reference that can be used to uniquely identify the service capabilities as interactively shared by a client and helping agent.

In addition, Vaughn produces no reference that the "user computer" to which a "service person" logged on must display on its viewing screen the same information content as displayed on the viewing screen of the help desk server.

In essence, the help desk server is a "dead entity" unable to provide any live help or response to any interactive concerns that a client may have which has a pivotal importance in my invention.

Vaughn in Patent number 6,353,466 teaches under paragraph col.2, lines 4-46

"As a second example, administration tools have become available for assisting in the tracking and management of hardware inventory, software inventory and distribution, software metering, and menuing. Finally, as a third example, network visibility tools have become available for assistance in analyzing, monitoring, and troubleshooting data communications problems.

Local area network 110 is an Ethernet network to which is coupled computer systems and other hardware for provisioning, maintaining, and assisting users on the enterprise network 100. In particular, a help desk server 136, an administration server 138, a network visibility server 140, a network visibility console 142, and help desk terminals 144 and 146 are coupled to local area network 110. Network visibility agent computers 148, 150, and 152 are coupled to the local area networks 104, 106, and 108, respectively, for gathering network visibility data and communicating this data to network visibility server 140. As indicated supra, the enterprise network 100 represents only one sample of a virtually unlimited number of configurations of enterprise networks, and it is not required that the above network management computer systems be coupled to a single local area network. For example, the help desk server 136 or the administration server 138 could just as well be connected to local area networks 104, 106, or other local area networks (not shown) of the enterprise network 100 without departing from the scope of the preferred embodiments. Furthermore, the network visibility agent computers 148, 150, and 152 may not be required to be separate computers but may rather correspond to applications loaded onto one or more of the user computers, e.g., where the local user is a local system administrator. Thus, there

may be a virtually unlimited number of configurations of the enterprise network 100, help desk devices 136, 144, and 146, administration server 138, and network visibility devices 140, 142, 148, 150, and 152 that are possible and that are amenable to a system and method for integrated network management applications in accordance with the preferred embodiments described infra, provided that there is a requirement for service personnel 102a and 102b and for applications for providing assistance in help desk, administration, and network visibility functionalities"

**Vaughn in Patent number 6,353,466 teaches under paragraph col 6 lines 29-40**

"Browser-based help desk window 702 further comprises an application toolbar 706 upon which are several application launch buttons, including a network visibility launch button ("Distributed Sniffer Pro") 708, an administration software application launch button ("ZAC Inventory") 712, a knowledge base launch button (ServiceWare Knowledge Base) 712, a remote control launch button 714, and an internal help desk knowledge base launch button 716. Generally speaking, pressing of any of these buttons invokes the respective application from the browser-based help desk window 702, preferably in the form of an additional browser-based window."

**Response to the Objection:**

In the entire description produced by Vaughn (see above col.2, lines 4-46, & col.6, lines 29-40), it talks about administration tools for tracking and management of hardware inventory. Again, it does not contain any disclosure or reference of multimedia technology that relies upon the Quality of Service (QoS) parameters or related consideration in order to provide live online help. It does not talk about a way that how a helping agent can interface with a client through multimedia communication services. The above references talks about the configuration of the application and how the different launch buttons may be arranged. In my invention, a transport network based on QoS parameters is an integral part of providing live interaction between a client and a helping agent. Neither of these two cited references discusses the use of multimedia technology in any context with reference to QoS essential to establishing an interactive multimedia communication sessions.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

4. (As stated in the 2nd part of the paragraph 4:) In the same field of endeavor Vaughn did not explicitly disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.

**However Nicholas disclosed transmitting the said user's profile information to a multimedia**

helping agent system, at the helping agent system, identifying the user priority through the received user profile information (paragraphs 7 & 8), based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options (paragraph 10), and transmitting the Web page address information along with multimedia helping information to the client system (paragraphs 11 & 12).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to have incorporated Nicholas's teachings for selecting most appropriate content for a user based on user's parameters with the teachings of Vaughn, which describes about seamlessly providing online help to a user from any workstation on an enterprise network. Therefore by combining teachings of Nicholas with Vaughn will result in a robust online help system providing accurate level of services to the requesting clients.

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 007-008

"[0007] In one aspect, the invention is an on-line server system that selects media information for a user according to the user's preferences. The system comprises a content subsystem that stores and updates media information, a profile subsystem that creates a user profile and an administration subsystem that matches the user profile to media information from the content subsystem and periodically generates an electronic newsletter. The content subsystem may comprise a content database that collects, stores, and updates summaries of media information. The server system may maintain data communication between the administration, profile, and content subsystems. The administration subsystem may select media information according to the user's profile".

"[0008] In one embodiment, the profile subsystem collects profile information from the user. The profile information may include a record of the user's past interactions with the server, a record of the user's current interaction with the server, preferences indicated by the user, or any combination of the above. The profile subsystem may update the user's profile based upon the user's interaction with the server or when a user chooses to change his or her stated preferences. The profile subsystem may create a first user profile including preferences indicated by the user and a second user profile comprising a record of the user's past interactions with the server".

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 010-012

"[0010] The content subsystem may associate the summary of media information with a numerical value. For example, the content subsystem may associate the summary with a first numerical score as a function of a source of the summary, a price of the source, a distribution of the source, the popularity of the source, or any combination of the above. The profile subsystem may associate the user profile with a second numerical score as a function of a number of times a summary is selected by the user, a sequence in

which the summary is selected or viewed with respect to other summaries provided to the user by the server, the sequence in which the summary is selected or viewed with respect to other summaries provided to other users, a number of media the user has purchased, a route in which the user obtained access to the server, or any combination of the above. The administration subsystem may generate the electronic newsletter by matching the user's profile with the first numerical score, the second numerical score, or both".

"[0011] In another embodiment, the administration subsystem generates a first message for a plurality of users comprising a first special offer. The first special offer is generated by matching the users' profiles with the first numerical score. The message may be posted to the users via e-mail or via an Internet site. The message may allow the user to accept the special offer by subscribing to a source of media information. The administration subsystem may generate a second message for a second plurality of users with a second special offer. The second plurality of users does not include any members of the first plurality of users".

"[0012] In another aspect, the invention is a method of selecting content for a website user. The method comprises comparing a user profile with a content score for each of a plurality of content summaries and identifying at least one content summary having a content score most closely related to the user profile. The content summary comprises a freestanding idea representative of a source of the content, and the method further comprises providing at least one content summary to the user in an electronic newsletter. The method may further comprise compiling the user profile from, for example, user information derived from observation of the user, information provided by the user, or both. The user information may further comprise a record of the user's past and current interaction with the server, preferences indicated by the user, or both. The method may further comprise compiling the content score as a function of a topic of the content summary, an age of the summary, a price of the source, a sales volume of the source, the source of the content, a frequency with which content summaries from the source are used, a profitability of the source, or any combination of these. The method may further comprise providing a plurality of rules for performing the steps of comparing and identifying. The step of providing summaries may comprise providing an option for the user to perform an action such as requesting an additional content summary, forwarding a content summary to an Internet user, purchasing or subscribing to the source of the content, or any combination of these. If the user requests an additional content summary, the user profile may be updated. The method may further comprise presenting an additional element to the user including an advertisement for the source of the content, a picture of the

source of the content, a visual art object, an audio object, a color or any combination of the above".

**Response to the Objection:**

The above paragraphs from Nicholas discuss about collecting the media information about the user's preferences. It also talks about generating "electronic newsletter" based upon the user profile. In addition, it also collects information that includes "a record of the user's past interactions with the server, a record of user's current interaction with the server" and so on. The scope of my invention does not dictate a requirement to collect "media information according to the user's preferences". My present invention discloses a simple but elaborate technique in which a live helping agent interacts with a client to provide online assistance through multimedia services. The user's profile which is created by the helping agent based on the static fields information, like financial stability, membership class, types of QoS to be provided through the interactive media etc., and does not need to rely upon or extract the information from any "electronic newsletter".

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.